valuable marketing tool employed by all airlines to meet competition in the market place. Air India, therefor, extends this facility to upgrade revenue passengers to the next higher class. There exists is clear policy, on the categories of passengers who may be upgraded on flights which are not overbooked. Under this policy, following categories of passengers are upgraded:

(i) Members of the Maharaja Club (Twice a year), (ii) Important commercial contacts or persons who can channelise business on services, (iii) Frequent travellers as an incentive for them to patronise or continue to patronise Air India, (iv) Government of India Officials of the rank of Under Secretary and above from Economy to Executive Class and Joint Secretary and above from Executive to First Class.

(b) and (c) Consequent to the incident at New York on 11th September, 2001 and the closure of air space over USA, Air India was compelled to cancel their daily New York terminator flights till 16.9.01. This led to a large number of passengers being stranded and every efforts was made to accomodate the stranded passengers on subsequent flights upon resumption of the New York/India flights on 17.9.01. Owing to the large number of passengers that had to be accomodated, the AI's airport staff at New York had no choice but to upgrade a few passengers. Two passengers, namely Swamiji Sswishwanandadham and Dr. A.K. Nag were upgraded from Economy to Executive class. A further six passengers also entitled for upgrading on subject to availability basis could not be upgraded due to non-availability of seats.

(d) No irregularity has been committed since the upgradings were done entirely due to Commercial reasons.

Issue of complimentary/concessional tickets by AI/IA

916. SHRI SWARAJ KAUSHAL:
SHRI AMAR SINGH:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Indian Airlines and Air India have been giving free/ complimentary/concessional tickets for travel in India and abroad;

(b) the number of such tickets issued by Air India and Indian Airlines during the last three years and the loss caused to the Airlines in each year;

(c) who are the top twenty beneficiaries of above tickets in terms of frequency and value of tickets; and

(d) what are the norms prescribed for the issue of such tickets?

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN): (a) to (d) The information is being collected and will be laid on the Table of the House.

Restoration of Pawan Hans flight between Delhi-Rajouri Sector

917. MIRZA ABDUL RASHID: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that flight of Pawan Hans was in operation from Delhi to Rajouri Districts of Jammu and Kashmir for three years and it has been withdrawn without any justification; and

(b) if so, whether Government will restore this flight or its alternate, from Delhi to Rajouri where the infrastructure, Airfield etc. are quite intact for smooth operation?

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN): (a) and (b) The Government of Jammu and Kashmir had taken a helicopter of Pawan Hans Helicopters Limited (PHHL) from January, 1987 to April, 1989 on lease basis for utilisation within the State as per their requirements. The State Government had used the helicopter at times for flights to Rajouri from Jammu/Srinagar. However, no flight was ever operated from Delhi to Rajouri. Keeping operational and economic factors in view, it is not a viable proposition for PHHL to operate helicopter services directly from Delhi to Rajouri.